

GOAL 3

Honor and Serve Veterans in Life and Memorialize Them in Death for Their Sacrifices on Behalf of the Nation

Veterans will have dignity in their lives, especially in time of need, through the provision of health care, pension programs and life insurance. The Nation will also memorialize them in death for the sacrifices they have made for their country.

Objective 3.1

Improve the overall health of enrolled veterans including special populations of veterans through a health care system characterized by convenient access, high quality, satisfied patients, and cost efficiency

- ✓ Improve performance on the Chronic Disease Care Index II to 82%
- ✓ Improve performance on the Prevention Index II to 85%
- ✓ 72% of veterans will rate VA health care as very good or excellent
- ✓ 90% of patients will be seen within 20 minutes of their scheduled appointment at VA health care facilities
- ✓ 90% of patients will be able to obtain a non-urgent appointment with a specialist within 30 days of referral
- ✓ 90% of newly enrolled veterans will be able to obtain an initial non-urgent primary care appointment within 30 days
- ✓ VA will reduce the average number of Veterans Health Service Standards problems reported in the annual outpatient feedback survey to:
 - Patient Education 26%
 - Visit Coordination 12%
 - Pharmacy 16%
- ✓ 95% of the root cause analyses will be complete and in correct format within 45 calendar days from the time an event becomes known

Objective 3.2

Provide a level of income that brings eligible veterans and their survivors up to a standard of living that ensures well being and dignity in their lives

- ✓ The program will achieve a National Accuracy Rate (core rating work) of 96%
- ✓ Overall satisfaction with the compensation and pension program will reach 90%
- ✓ The average time to complete a rating-related action will be 74 days
- ✓ The abandoned call rate will be reduced to 4%
- ✓ The blocked call rate will be reduced to 4%

Objective 3.3

Enhance the financial security for veterans' families through life insurance and other benefits programs

- ✓ The percentage of blocked calls will be reduced to 1%
- ✓ The accuracy of insurance disbursements will be maintained at 99%
- ✓ Disbursements will be processed in an average of 3 work days
- ✓ 95% of veterans will be highly satisfied with VA insurance programs

Objective 3.4

Ensure that the burial needs of veterans and eligible family members are met

- ✓ 88% of veterans will be served by a burial option in a national or State veterans cemetery within 75 miles of their residence
- ✓ 100% of respondents will rate the quality of service provided by national cemeteries as excellent

Objective 3.5

Provide veterans and their families with symbolic expressions of remembrance

- The percentage of headstones and markers that are delivered undamaged and correctly inscribed will increase to 98%